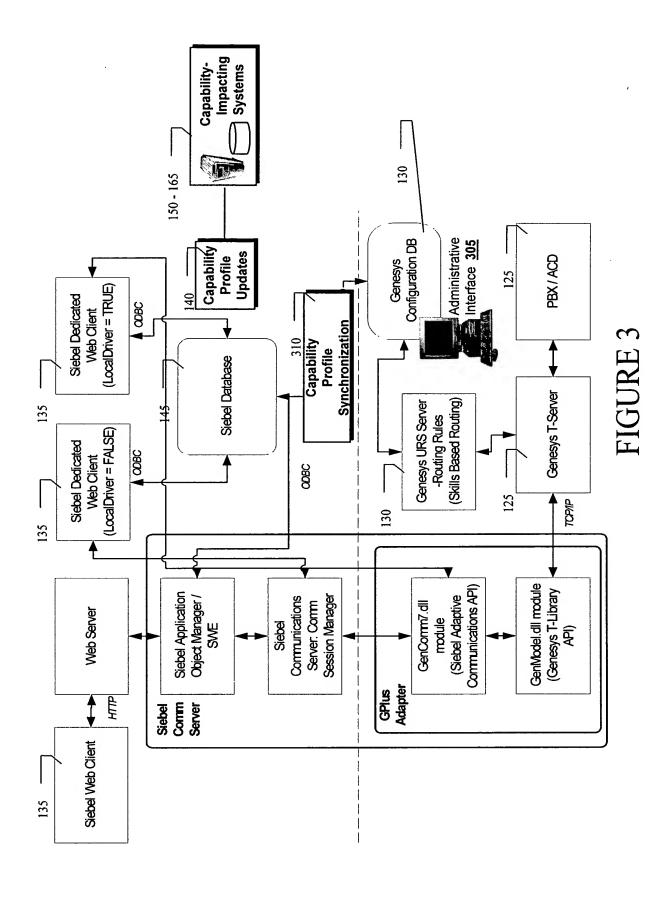
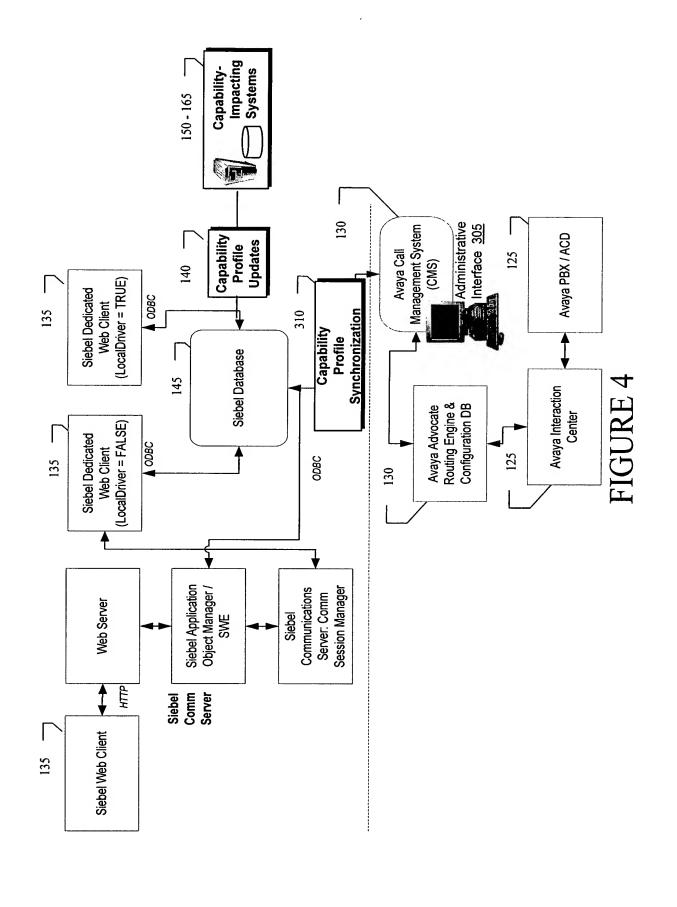


FIGURE 2





Skill Type	Skill	Proficiency
Product Knowledge	Product A	2
	Product B	
	Product C	-
Services Knowledge	Service A	-
	Service B	_
	Service C	_
Value Segment Treatment	Customer Segment A	1
	Customer Segment B	-
	Customer Segment C	_
	Customer Segment D	7
Business Function	Credit & Collections	-
	Sales	7
	Customer Service	1
	Technical Support	1
	Repair/Field Dispatch	_
Cross-Sell Offers	Offer A	1
	Offer B	_
	Offer C	1

FIGURE 5

610 profile module
620 updating module
625 synchronization module
630 contact receiver
635 routing processor

FIGURE 6

710 profile module

715 profile maintenance module

720 source data module

725 update module

730 identification module

730 agent selector

FIGURE 7